



Quarterly Reporting of Waiting Lists for Mental Health Services and of Mental Health Services for the Former NorthSTAR Service Area

As Required by

**2018-19 General Appropriations
Act, Senate Bill 1, 85th Legislature,
Regular Session, 2017 (Article II,
Health and Human Services
Commission, Riders 75 and 90)**

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Table of Contents

1. Introduction	3
Data Context and Limitations	3
2. Adult and Children's Community Mental Health Services Waiting List Data.....	5
Adult Community Mental Health Services.....	5
Children's Community Mental Health Services	17
Funds Expended to Remove Individuals on the Waiting List	28
Factors Impacting Community Mental Health Waiting Lists for Adults and Children.....	29
3. Former NorthSTAR Service Area Data.....	30
4. Forensic State Hospital Bed Waiting List Data	31
Factors Impacting Forensic State Hospital Bed Waiting Lists	32

1. Introduction

The *Quarterly Reporting of Waiting Lists for Mental Health Services and of Mental Health Services in the Former NorthSTAR Service Area* meets requirements in the 2018-19 General Appropriations Act, Senate Bill (S.B.) 1, 85th Legislature, Regular Session, 2017 (Article II, Health and Human Services Commission [HHSC], Riders 75 and 90). These riders require HHSC to report quarterly to the Legislative Budget Board and Governor regarding waiting lists for mental health services, including mental health services for the former NorthSTAR service area, no later than 60 days after the end of each fiscal quarter.

Rider 75 requires the report to include for each local mental health authority, state facility, and contracted entity, any required waiting list and expenditure data for community mental health services for adults and children, forensic state hospital beds, and maximum security forensic state hospital beds. Required data include:

- Number of individuals waiting for all services
- Number of underserved individuals waiting for additional services
- Number of individuals removed from the waiting list
- Funds expended to remove individuals on the waiting list in the current fiscal quarter
- Average number of days spent on the waiting list
- Whether waiting lists are due to operational or other short-term factors, or to long-term issues such as insufficient capacity

Rider 90 requires the report to include:

- Use of funds, including state, local, Medicaid, federal, and other sources to serve former NorthSTAR clients
- Current waiting list for mental health services in the area
- Projection of any anticipated additional funding needed to avoid a future waiting list

Data Context and Limitations

The community mental health waiting list is a point-in-time calculation of the total number of people waiting for mental health services and a measure of the demand

beyond funded capacity. During any given reporting period, the list will change as people are added or removed daily for various reasons (e.g., admitted to services, no longer interested in services, receiving services elsewhere, no longer able to be contacted).

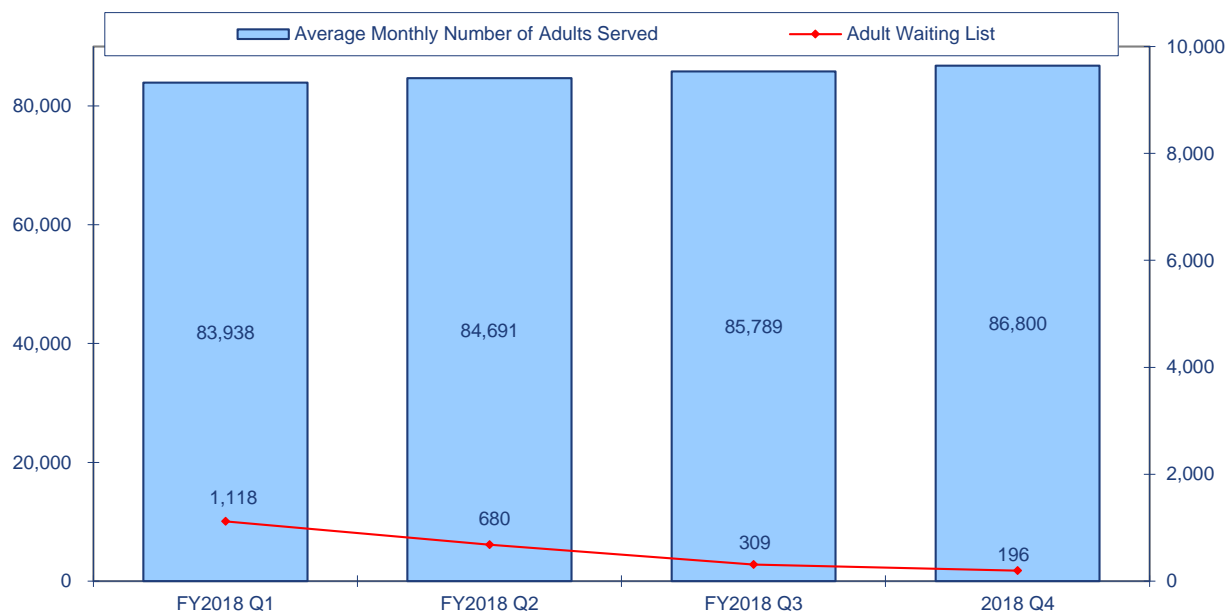
HHSC anticipates additional funding associated with waiting list reduction will increase numbers served and reduce the waiting list. However, if demand increases beyond the total funded capacity for mental health services, a waiting list may remain despite the effective use of additional funding and local authorities' success in meeting their contracted targets.

2. Adult and Children's Community Mental Health Services Waiting List Data

Adult Community Mental Health Services

The following chart compares the average monthly number of adults served and adult waitlist for fiscal year 2018 by quarter.

Chart 1. Adult Community Mental Health Waiting List Trend



The tables in this section show the required report elements for the community mental health services waiting list for adults.

Table 1. Number of Adults Waiting for All Services¹

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	0
Austin Travis County Integral Care	0
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	0
Border Region Behavioral Health Center	0
Burke Center	0
Camino Real Community Services	27
Center for Health Care Services	0
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	0
Community Healthcore	32

¹ Data provided represents the waiting list as of August 2018.

Provider	Number
Denton County Mental Health Mental Retardation Center	0
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	0
Harris Center for Mental Health and IDD	0
Heart of Texas Regional Mental Health Mental Retardation Center	1
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities Center	0
Lakes Regional Community Center	0
LifePath Systems	0
Mental Health Mental Retardation Authority of Brazos Valley	0
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	0
North Texas Behavioral Health Authority	1
Pecan Valley Centers	0
Permian Basin Community Centers	0

Provider	Number
Spindletop Center	0
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	8
Tri-County Behavioral Healthcare	127
Tropical Texas Behavioral Health	0
West Texas Centers	0
Total	196

Table 2. Number of Underserved Adults Waiting for Additional Services²

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	39
Austin Travis County Integral Care	223

² Number of underserved adults waiting for additional services is not the same as the adult community mental health waiting list. A provider may not have a community mental health waiting list but still have people receiving a lower level of care than recommended based on assessment scores. Data is as of August 2018.

Provider	Number
Behavioral Health Center of Nueces County	1
Betty Hardwick Center	13
Bluebonnet Trails Community Services	8
Border Region Behavioral Health Center	14
Burke Center	0
Camino Real Community Services	1
Center for Health Care Services	41
Center for Life Resources	29
Central Counties Services	23
Central Plains Community Center	0
Coastal Plains Community Center	1
Community Healthcore	2
Denton County Mental Health Mental Retardation Center	49
Emergence Health Network	33
Gulf Bend Center	2
Gulf Coast Center	2
Harris Center for Mental Health and IDD	4

Provider	Number
Heart of Texas Regional Mental Health Mental Retardation Center	0
Helen Farabee Centers	2
Hill Country Mental Health and Developmental Disabilities Center	1
Lakes Regional Community Center	8
LifePath Systems	21
Mental Health Mental Retardation Authority of Brazos Valley	54
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	1
North Texas Behavioral Health Authority	0
Pecan Valley Centers	38
Permian Basin Community Centers	1
Spindletop Center	0
Starcare Specialty Health System	66
Texana Center	0
Texas Panhandle Centers	4
Texoma Community Center	0
Tri-County Behavioral Healthcare	124

Provider	Number
Tropical Texas Behavioral Health	118
West Texas Centers	0
Total	923

Table 3. Number of Adults Removed from the Waiting List³

Provider	Number Removed
Anderson/Cherokee Community Enrichment Services	N/A
Andrews Center	N/A
Austin Travis County Integral Care	N/A
Behavioral Health Center of Nueces County	N/A
Betty Hardwick Center	N/A
Bluebonnet Trails Community Services	N/A
Border Region Behavioral Health Center	N/A
Burke Center	N/A
Camino Real Community Services	2
Center for Health Care Services	215

³ Not applicable (N/A) means the providers did not have an adult community mental health waiting list as of August 2018, and there is no applicable data.

Provider	Number Removed
Center for Life Resources	N/A
Central Counties Services	N/A
Central Plains Community Center	N/A
Coastal Plains Community Center	10
Community Healthcore	1
Denton County Mental Health Mental Retardation Center	N/A
Emergence Health Network	N/A
Gulf Bend Center	N/A
Gulf Coast Center	N/A
Harris Center for Mental Health and IDD	N/A
Heart of Texas Regional Mental Health Mental Retardation Center	N/A
Helen Farabee Centers	N/A
Hill Country Mental Health and Developmental Disabilities Center	N/A
Lakes Regional Community Center	N/A
LifePath Systems	N/A
Mental Health Mental Retardation Authority of Brazos Valley	N/A

Provider	Number Removed
Mental Health Mental Retardation Services for the Concho Valley	N/A
My Health My Resource of Tarrant County	N/A
North Texas Behavioral Health Authority	N/A
Pecan Valley Centers	N/A
Permian Basin Community Centers	N/A
Spindletop Center	N/A
Starcare Specialty Health System	N/A
Texana Center	N/A
Texas Panhandle Centers	N/A
Texoma Community Center	N/A
Tri-County Behavioral Healthcare	31
Tropical Texas Behavioral Health	N/A
West Texas Centers	N/A
Total	259

Table 4. Average Days Adults Spent on Waiting List^{4, 5}

Provider	Average Number of Days
Anderson/Cherokee Community Enrichment	N/A
Andrews Center	N/A
Austin Travis County Integral Care	N/A
Behavioral Health Center of Nueces County	N/A
Betty Hardwick Center	N/A
Bluebonnet Trails Community Services	N/A
Border Region Behavioral Health Center	N/A
Burke Center	N/A
Camino Real Community Services	16
Center for Health Care Services	N/A
Center for Life Resources	N/A
Central Counties Services	N/A
Central Plains Community Center	N/A

⁴ Data is reported by months waited after intake, and then converted into days. Partial months are counted at the next lowest month, thus skewing the data to a lower average number of days.

⁵ N/A means the providers did not have an adult community mental health waiting list as of August 2018, and there is no applicable data.

Provider	Average Number of Days
Coastal Plains Community Center	N/A
Community Healthcore	27
Denton County Mental Health Mental Retardation	N/A
Emergence Health Network	N/A
Gulf Bend Center	N/A
Gulf Coast Center	N/A
Harris Center for Mental Health and IDD	N/A
Heart of Texas Regional Mental Health Mental Retardation Center	Less than 1 month ⁶
Helen Farabee Centers	N/A
Hill Country Mental Health and Developmental	N/A
Lakes Regional Community Center	N/A
LifePath Systems	N/A
Mental Health Mental Retardation Authority of Brazos Valley	N/A

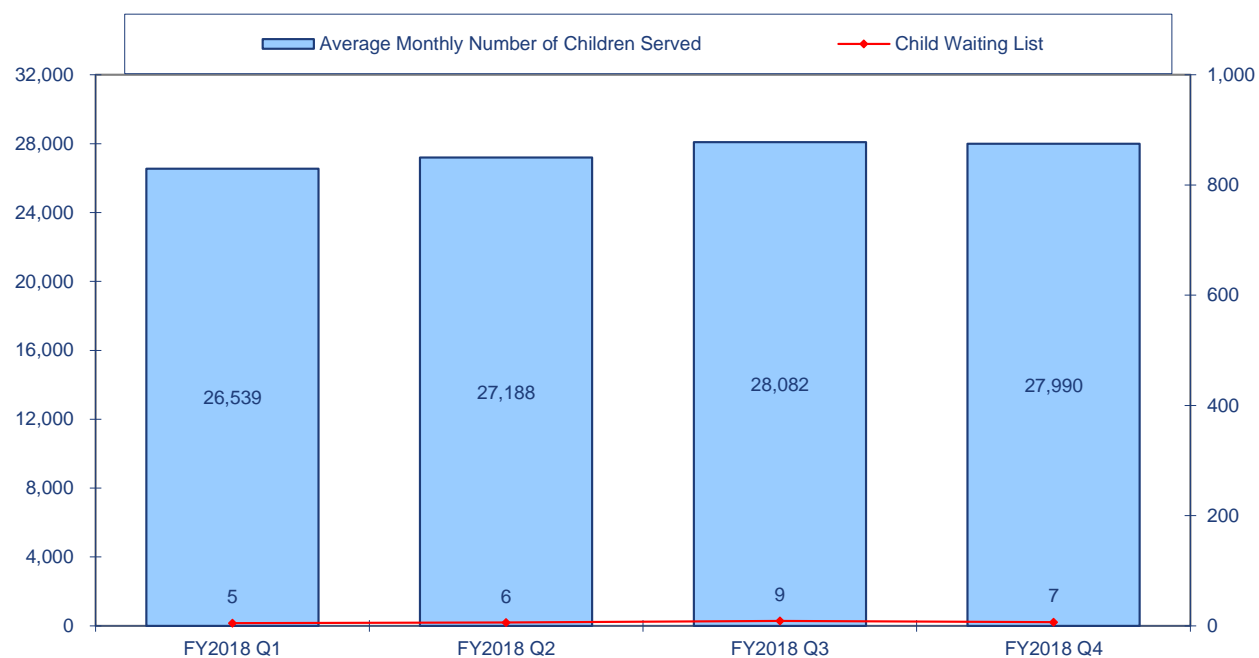
⁶ Indicates individual was moved into services within one month from intake. For individuals who spend less than a month on the waiting list, number of days cannot be calculated because data is reported by total months on the waiting list and converted into days.

Provider	Average Number of Days
Mental Health Mental Retardation Services for The Concho Valley	N/A
My Health My Resource of Tarrant County	N/A
North Texas Behavioral Health Authority	Less than 1 month ⁶
Pecan Valley Centers	N/A
Permian Basin Community Centers	N/A
Spindletop Center	N/A
Starcare Specialty Health System	N/A
Texana Center	N/A
Texas Panhandle Centers	N/A
Texoma Community Center	Less than 1 month ⁶
Tri-County Behavioral Healthcare	48
Tropical Texas Behavioral Health	N/A
West Texas Centers	N/A

Children's Community Mental Health Services

The following chart compares the average monthly number of children served and children's waitlist for fiscal year 2018 by quarter.

Chart 2. Children's Community Mental Health Waiting List Trend



The tables in this section show required report elements for the community mental health services waiting list for children.

Table 5. Number of Children Waiting for All Services⁷

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	0
Austin Travis County Integral Care	0

⁷ Data provided represents a snapshot of children on the waiting list as of August 2018.

Provider	Number
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	0
Border Region Behavioral Health Center	0
Burke Center	0
Camino Real Community Services	0
Center for Health Care Services	0
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	0
Community Healthcore	0
Denton County Mental Health Mental Retardation Center	0
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	0
Harris Center for Mental Health and IDD	0

Provider	Number
Heart of Texas Regional Mental Health Mental Retardation Center	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities Center	0
Lakes Regional Community Center	0
LifePath Systems	0
Mental Health Mental Retardation Authority of Brazos Valley	0
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	0
North Texas Behavioral Health Authority	0
Pecan Valley Centers	0
Permian Basin Community Centers	0
Spindletop Center	0
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	7

Provider	Number
Tri-County Behavioral Healthcare	0
Tropical Texas Behavioral Health	0
West Texas Centers	0
Total	7

Table 6. Number of Underserved Children Waiting for Additional Services⁸

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	0
Austin Travis County Integral Care	0
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	4
Border Region Behavioral Health Center	1
Burke Center	0

⁸ Number of underserved children waiting for additional services is not the same as the children's community mental health waiting list. A provider may not have a community mental health waiting list but still have people receiving a lower level of care than recommended based on assessment scores. Data is as of August 2018.

Provider	Number
Camino Real Community Services	0
Center for Health Care Services	0
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	2
Community Healthcore	22
Denton County Mental Health Mental Retardation Center	1
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	0
Harris Center for Mental Health and IDD	0
Heart of Texas Regional Mental Health Mental Retardation Center	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities Center	1
Lakes Regional Community Center	0
LifePath Systems	0

Provider	Number
Mental Health Mental Retardation Authority of Brazos Valley	0
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	0
North Texas Behavioral Health Authority	0
Pecan Valley Centers	5
Permian Basin Community Centers	0
Spindletop Center	0
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	0
Tri-County Behavioral Healthcare	0
Tropical Texas Behavioral Health	30
West Texas Centers	1
Total	67

Table 7. Number of Children Removed from the Waiting List⁹

Provider	Number Removed
Anderson/Cherokee Community Enrichment Services	N/A
Andrews Center	N/A
Austin Travis County Integral Care	N/A
Behavioral Health Center of Nueces County	N/A
Betty Hardwick Center	N/A
Bluebonnet Trails Community Services	N/A
Border Region Behavioral Health Center	5
Burke Center	N/A
Camino Real Community Services	1
Center for Health Care Services	N/A
Center for Life Resources	N/A
Central Counties Services	N/A
Central Plains Community Center	N/A
Coastal Plains Community Center	N/A

⁹ N/A means these providers do not have a children's community mental health waiting list as of August 2018, and there is no applicable data.

Provider	Number Removed
Community Healthcore	N/A
Denton County Mental Health Mental Retardation Center	N/A
Emergence Health Network	N/A
Gulf Bend Center	N/A
Gulf Coast Center	N/A
Harris Center for Mental Health and IDD	N/A
Heart of Texas Regional Mental Health Mental Retardation Center	N/A
Helen Farabee Centers	N/A
Hill Country Mental Health and Developmental Disabilities	N/A
Lakes Regional Community Center	N/A
LifePath Systems	N/A
Mental Health Mental Retardation Authority of Brazos Valley	N/A
Mental Health Mental Retardation Services for The Concho	N/A
My Health My Resource of Tarrant County	N/A
North Texas Behavioral Health Authority	N/A
Pecan Valley Centers	N/A

Provider	Number Removed
Permian Basin Community Centers	N/A
Spindletop Center	N/A
Starcare Specialty Health System	N/A
Texana Center	N/A
Texas Panhandle Centers	N/A
Texoma Community Center	N/A
Tri-County Behavioral Healthcare	N/A
Tropical Texas Behavioral Health	N/A
West Texas Centers	N/A
Total	6

Table 8. Average Days Children Spent on Waiting List^{10, 11}

Provider	Average Number of Days
Anderson/Cherokee Community Enrichment Services	N/A

¹⁰ Data is reported by months waited after intake, and then converted into days. Partial months are counted at the next lowest month, thus skewing the data to a lower average number of days.

¹¹ N/A means the providers did not have a children's community mental health waiting list as of August 2018, and there is no applicable data.

Provider	Average Number of Days
Andrews Center	N/A
Austin Travis County Integral Care	N/A
Behavioral Health Center of Nueces County	N/A
Betty Hardwick Center	N/A
Bluebonnet Trails Community Services	N/A
Border Region Behavioral Health Center	N/A
Burke Center	N/A
Camino Real Community Services	N/A
Center for Health Care Services	N/A
Center for Life Resources	N/A
Central Counties Services	N/A
Central Plains Community Center	N/A
Coastal Plains Community Center	N/A
Community Healthcore	N/A
Denton County Mental Health Mental Retardation Center	N/A
Emergence Health Network	N/A

Provider	Average Number of Days
Gulf Bend Center	N/A
Gulf Coast Center	N/A
Harris Center for Mental Health and IDD	N/A
Heart of Texas Regional Mental Health Mental Retardation	N/A
Helen Farabee Centers	N/A
Hill Country Mental Health and Developmental Disabilities Center	N/A
Lakes Regional Community Center	N/A
LifePath Systems	N/A
Mental Health Mental Retardation Authority of Brazos Valley	N/A
Mental Health Mental Retardation Services for The Concho Valley	N/A
My Health My Resource of Tarrant County	N/A
North Texas Behavioral Health Authority	N/A
Pecan Valley Centers	N/A
Permian Basin Community Centers	N/A
Spindletop Center	N/A

Provider	Average Number of Days
Starcare Specialty Health System	N/A
Texana Center	N/A
Texas Panhandle Centers	N/A
Texoma Community Center	87
Tri-County Behavioral Healthcare	N/A
Tropical Texas Behavioral Health	N/A
West Texas Centers	N/A

Funds Expended to Remove Individuals on the Waiting List

The 2018-19 General Appropriations Act, S.B. 1, 85th Legislature, Regular Session, 2017 (Article II, HHSC, Rider 80), designated \$62,673,000 of new funding to eliminate community mental health services waiting lists, increase capacity to avoid future waiting lists, address population growth in LMHA service areas, and increase equity in LMHA funding allocations. HHSC notified LMHAs in December 2017 regarding the amount of funds their center would receive for the 2018-19 biennium. With the understanding that the funds would be forthcoming and rolled into the funding base, some LMHAs chose to begin serving individuals from the waitlist through the use of local resources prior to receiving new state funds. HHSC disbursed a total of approximately \$30 million of the funds by June 2018 to all LMHAs for fiscal year 2018 targeted toward waitlist reduction and capacity

increases. Of that amount, HHSC disbursed approximately \$9 million of the funds to LMHAs in the former NorthSTAR local service area.¹²

Factors Impacting Community Mental Health Waiting Lists for Adults and Children

The table in this section shows long- and short-term factors local mental health authorities identify as impacting waiting lists.

Table 9. Factors Impacting Community Mental Health Waiting Lists for Adults and Children

Issue	Long or Short-term	Description
As Texas' population grows, so will the number of people likely to qualify for state-supported mental health services.	Long-term	<ul style="list-style-type: none"> • Texas population to increase to over 40.5 million by 2050. • 811,000 adults likely to qualify for state-supported mental health services in 2050, compared to 533,907 in fiscal year 2016. • 320,000 youth likely to qualify for state-supported mental health services in 2050, compared to 253,466 in fiscal year 2016.
Workforce shortages.	Long-term	<ul style="list-style-type: none"> • Shortages cause challenges to recruiting and retaining psychiatrists, licensed clinicians, nurses, and qualified mental health professionals. • Challenges are even greater in rural and underserved areas.
Other workforce issues.	Short-term	<ul style="list-style-type: none"> • Loss or retirement of a prescribing provider. • Limited funding. • Low reimbursement rates.

¹² The Quarterly Wait List Report for fiscal year quarter three reported distribution of \$7 million, but did not specify funding was for LMHAs in the former NorthSTAR local service area.

3. Former NorthSTAR Service Area Data

The tables in this section show required data elements for people served in the former NorthSTAR service area, which is now served by the two local behavioral health authorities, North Texas Behavioral Health Authority and LifePath. Neither authority has a current or anticipated waiting list. HHSC does not anticipate additional funds will be needed to avoid a future waiting list in the former NorthSTAR area.

Table 10. Use of Funds to Service Former NorthSTAR clients¹³

Funding Source	Amount
State	\$62,508,738
Federal	\$24,964,129
Medicaid	\$6,357,720
Other	NA ¹⁴
Local	\$18,005,284
Total	\$111,835,871

¹³ This data comes from CARE Report III, which is reported state fiscal year to date by local authorities. This data represents both North Texas Behavioral Health Authority and LifePath.

¹⁴ CARE Report III does not include an "Other" funding category.

4. Forensic State Hospital Bed Waiting List Data

The tables in this section show required data elements for the forensic state hospital bed waiting lists. The state hospital system maintains two distinct lists of pending admissions for people on forensic commitments, one for people pending admission to a non-maximum security unit and one for people pending admission to a maximum security unit.

Table 11. Non-Maximum Security Forensic State Hospital Bed Waiting List

Data Element	Number
People Added to the Waiting List	567
People Removed from the Waiting List	575
People on the Waiting List	259
Average Number of Days People Remained on Waiting List	42

Table 12. Maximum Security Forensic State Hospital Bed Waiting List

Data Element	Number
People Added to the Waiting List	148
People Removed from the Waiting List	171
People on the Waiting List	397
Average Number of Days People Remained on Waiting List	252

Factors Impacting Forensic State Hospital Bed Waiting Lists

The table in this section shows the long- and short-term factors which caused state hospital beds to go off-line or require more beds, leading to increased waiting lists in fiscal year 2017.

Table 13. Factors Impacting Forensic State Hospital Bed Waiting Lists

Issue	Long or Short-term	Description
Staffing shortages take beds offline.	Long-term	<ul style="list-style-type: none"> Recruitment and retention of direct care and professional staff are challenging due to a variety of factors, and multiple hospitals face staffing shortages. Bringing beds back online requires hiring new employees who must then satisfy mandatory training competencies before they are able to staff units. HHSC is pursuing telemedicine options to extend physician coverage and expanding recruitment and retention efforts.
Mitigation or remediation of life safety code issues.	Long-term	<ul style="list-style-type: none"> When resources to address deferred maintenance related to life safety code or regulatory requirements (e.g., ligature risks) are not available hospitals must take beds offline until issues can be mitigated. The Health and Specialty Care System is using deferred maintenance funds appropriated for this biennium for anti-ligature projects and other efforts to keep beds online; however, funds are insufficient to address all issues. Specifically, the cost of ligature remediation exceeds the total appropriation for deferred maintenance. HHSC included a request for these funds in the agency's 2020-21 Legislative Appropriations Request.

Issue	Long or Short-term	Description
Demand exceeds capacity.	Long-term	<ul style="list-style-type: none"> • Patients on a forensic commitment have longer lengths of stay on average, meaning discharge rates have slowed and fewer people can be served with existing beds. • The Health and Specialty Care System is identifying steps that can be taken to reduce patients' length of stay.